Outstanding dues against Telephone Subscribers

†2612. SHRI BACHANI LEKHRAJ: Will the MINISTER OF COMMUNICATIONS be pleased to state:

(a) whether it is a fact that a huge amount is outstanding against telephone subscribers in several parts of the country;

(b) if so, whether Government are conducting any inquiry into the reason for non-recovery of the outstanding amount; and

(c) if so, the details thereof and by when it would be completed and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR) : (a) Total outstandings against the telephone subscribers of Bharat Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited as on 31-03-2001 are Rs. 3769 crores. These are the net cumulative outstandings of last 10 years and amount to about 3% of the cumulative amount billed in the same period. They also include bills just issued at the time, for which even the due dates for payment had not expired.

(b) and (c) The reasons for the occurrence of outstandings have been identified, and are as follows :

(i) Unwillingness on the part of subscribers to pay the bills.

(ii) Bills issued correctly but perceived by the subscriber as inflated.

(iii) Bills not reaching subscribers in time.

(iv) Subscribers not using their dynamic STD lock.

The pursuit and recovery of outstandings, however, is a continuous, ongoing activity in the Mahanagar Telephone Nigam Limited/Bharat Sanchar Nigam Limited, for which the following steps are taken :

(i) Telephonic reminders are issued to the defaulting subscribers to clear their dues, failing which their telephones are disconnected.

(ii) Telephone Revenue Inspectors and field staff are deputed to visit the defaulting subscribers to pursue the clearing of dues, failing which, other telephones of the defaulting susbscribers are also disconnected.

†Original notice of the question was received in Hindi.

(iii) Incentive is given to staff for ensuring early recovery of outstanding dues.

(iv) If the above steps do not bring results, recovery suits are filed against the defaulters wherever feasible.

(v) Bharat Sanchar Nigam Limited sets annual targets for liquidation of outstandings for its field units and periodically monitors realisation against the targets fixed. Liquidation Boards in each Unit/Circle of Bharat Sanchar Nigam Limited are functioning to liquidate old outstanding dues.

(vi) As per recent guidelines framed by BSNL, Circles have been authorised to utilize the services of the Police, Revenue and other Departments of the State Government, whenever necessary, and pay a commission of up to 1.5% of the amount recovered.

Implementation of Trichur-Package

2613. SHRI K. B. KRISHNA MURTHY : Will the MINISTER OF COMMUNICATIONS be pleased to state:

(a) whether the Department of Telecom had targeted to implement Trichur-Package by March, 1995 in all Secondary Switching Areas (SSAs);

(b) if so, the SSAs wherein package was implemented by March, 2000; and

(c) whether, under the Trichur-Package introduced in 1994, training was imparted to cadres at SSAs all over the country and if so, how many SSAs have trained cadres for operation of Trichur-Package?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR) : (a) Yes, Sir.

(b) 195 SSAs.

(c) Training has been imparted to Accounts and Financial Personnel all over India. In 207 SSAs on date, trained cadres are available for operation of Trichur-Package. Training is being imparted periodically in BSNL Training Centres.